

I'm a VRS user at work and at home which I use exclusively for my primary communication needs. This wonderful technology has really taken a lot of deaf and hard-of-hearing Americans to another level in daily life. Despite the great communication access, agent response time is still an issue for certain vendors. In recent months I've dealt with frustration because of long waiting time periods getting an agent on the screen to take my call. I use a Sorenson videophone to make my calls and as I understood it, I'm unable to use other providers with it. Some days shed light for me when there were times I had to make very critical calls and couldn't make them due to long waiting times between 5 to 25 minutes. I've come to realize that I can't always make my calls in a timely manner like I do with TRS. I felt that it puts us to a disadvantage in certain circumstances when important calls couldn't be made due to unacceptable wait time periods with no alternative choice to call another vendor.

Please make VRS more interoperable for our VRS customers with one device so we can make our choices which provider to use should the primary ones end up unreachable. To have a vendor restrict their product from other competitors and not give consumers the ability to make their choice is unacceptable.

Thank you.